

**INDIAN HEALTH SERVICE  
INFORMATION SYSTEMS COORDINATORS  
MEETING**

Albuquerque, New Mexico  
November 19-20, 2003

**ACTION ITEMS**

**1. Information Technology Support Center**

**A. Software Engineering Team (Huggins)**

- 1) Provide ISCs with a password to the ISC Directory for Patches.
- 2) ISCs requested Cache with the patches.
- 3) Provide ISCs with a comprehensive update for ICD and CPT codes so they don't have to incrementally load previous patches/updates.
- 4) Provide ISCs with a list of anticipated software application releases and dates through the ITSC newsletter.
- 5) Develop a GUI standard.
- 6) Provide central coordination of IT Projects. (e.g. multiple GUI projects going on with no central coordination.)
- 7) Provide ISCs with RPMS patch tracking software. (Access to tool on the Web to show what RPMS applications are running at individual sites.)

**B. Help Desk (Richardson)**

- 1) Redistribute the Peregrine information on setting up an Area Help Desk to the Areas.
- 2) Provide ISCs with a comparison of which Areas are calling and identify which Areas are using it more and who might need additional resources for Help Desk

**C. Data Warehouse Project Team (Griffith)**

- 1) Provide ISCs with a report on DW data load at the Area level.
- 2) Notify Area ISCs prior to their facilities actually submitting their data directly to the DW.
- 3) Floyd Dennis made a formal request for the Data Warehouse Project to put their time table on hold until Area consultation has occurred.

**D. Self-Determination Services Team (Parker)**

- 1) Develop documentation for telecommunications share, as well as documentation for NPIRS, software, hardware, and training.
- 2) Add GPRA to the activities that RPMS supports on the SDS website.
- 3) Develop more flow charts of RPMS, ITSC work flow, and projection of upcoming projects to assist field staff in explaining to tribes the benefit of leaving shares for ITSC support.
- 4) Place RPMS flow charts shown in the meeting on the RPMS portion of the web site, not the Self-Determination section.
- 5) Provide Help Desk with listing of whether or not Tribes left shares for ITSC support.

**E.**

Technology Management and Telecommunications (TMT) (Fisher)

- 1) Establish a test environment for RPMS testing and Hardware testing at the ITSC, including EHR.
- 2) Make decision whether IHS is going to continue to use AIX 4.3. RPMS Field Servers running Unix 4.3 need to be upgraded to 5.2 by 12/31/03. Tom Fisher agreed to work with the Areas to ensure the latest version of AIX is installed on AIX equipment.
- 3) Distribute Cache licenses.
- 4) Need a strategy to keep all Windows system updated with latest patches. Tom Fisher to test his new software to see what is needed to make it work.
- 5) Tom Fisher agreed to work with USAC to ensure refunds are going to the correct Areas.
- 6) Shirley Zuni, TMT, agreed to compile a list of each site that needs the cards along with related costs. This will be provided to the Area for purchase consideration. Ken Russell stated that if the PBX does not send out the origin number, the Areas bill for MCI services may not be correct.
- 7) Tom Fisher will check with Jem Davis on Microsoft updates, both critical and non-critical.

F. ITSC Contracting Support (Gonzales)

- 1) Research possibility of InterSystems enterprise licenses.

G. Security (McKinney)

- 1) Use the Help Desk data to identify security issues.
- 2) Implement teams to go out and conduct risk analyses and assessments in the field.
- 3) Implement teams with members from throughout the IHS to respond to incidents.
- 4) Implement a Headquarters team to conduct C&As.
- 5) Dedicate an AIX server at the ITSC for contingency planning to download Area data.
- 6) Determine whether IHS should stop spending money on certificates right now since HHS is coming out with PKI.
- 7) Prepare pros and cons for BIA site as ITSC alternate disaster recovery site and submit to CIO to make a decision.

**2. Information Systems Coordinators**

- A. Develop an official ISC working group with a purpose, charter, and chair.
- B. Compile Area staffing, infrastructure and budget information and provide the information to the CIO.
- C. Work with appropriate HR staff to implement standard IT Position Descriptions.
- D. Reduce mailbox size to 100 MB or less.
- E. Do anti-virus installs right away in Areas/locations prior to coming on line with Active Directory.
- F. Check with Matt Parkinson, DIR, on the SDP contract. It is available but not everyone is using it.
- G. Develop a cost analysis where use of local vendors would significantly reduce the cost for the VBNS instead of having to purchase these services from MCI.
- H. Remove group passwords.
- I. Utilize the web-based tool that identifies whether MSM or Unix is running at a particular site and also, what RPMS applications are running at individual sites. (Note: Kevin Rogers has information on the tool, Oklahoma and Phoenix Areas use it.)
- J. Dale Smith asked the ISCs to call him or Rick Pullen for assistance with the password to the ISC Directory and Cache.

- K. Ray Willie asked the ISCs to report any concerns to him on the migration from AIB to BXP.
- 3. **Chief Information Officer (Longie)**
  - A. Work with appropriate HR staff to implement standard IT Position Descriptions.
  - B. Develop a staffing model for IT staffing at the Areas in coordination with ISCs and Area Directors.
  - C. Develop standardized Position Descriptions and grades for IT staff at the Areas. Different Area Classifiers rate same job with different grade.
  - D. Research USAC funds/credits sent to IHS Headquarters East and request that Finance reallocate them to the Areas.
  - E. Establish a Standard Configuration Committee to put an IHS desktop standard recommendation together. (volunteers for committee so far are Mike Alpert, Oklahoma City Area and Christy Tayrien, CIO Office staff.
  - F. Hold monthly ISC conference calls.
  - G. Provide the ISCs with the CIO's Expectations, Responsibilities and Role of the ISC Chair prior to any formal selection of the Chair and/or Co-Chairs.